

New Castle County Hope Center



The Hope Center is a hotel that will provide temporary emergency non-congregate shelter for people experiencing homelessness. It was purchased to increase the capacity of the homeless system during COVID-19 by providing additional motel room space.

The Hope Center is part of Delaware's Centralized Intake System and will operate by referrals only. There are no walk-ins allowed.

Referral Process:

People experiencing homelessness should contact the state-wide Centralized Intake System:

Call or text 1-833-FIND-BED or email intake@housingalliance.org

If there is no shelter available, people experiencing homelessness will be referred to the Division of State Service Centers for assistance in securing a hotel/motel room.

The Division of State Service Centers will refer to available emergency housing locations, including the Hope Center, based on space available.

On-site Services:

Friendship House will provide 24-hour staffing and case management to all Hope Center guests.

Individuals and families staying at the Hope Center non-congregate site will be offered services, including:

- COVID-19 Testing
- Medical and behavioral health services
- Prepared meals and laundry services
- Transportation by van and public transportation for those who have essential activities, such as a job or medical appointments
- Case management and benefit assistance
- Housing navigation and development of an exit plan to permanent housing

Due to public health concerns, all guests and staff will be screened for COVID-19 symptoms prior to entering the hotel and guests are strongly encouraged to stay in their hotel room.

We do not plan on using the ballrooms for congregate space unless there is a lack of available space within the Hope Center and all other non-congregate and congregate shelters.

For more information on the Hope Center, please contact Nicole Waters, Director of Operations at (302) 388-1040.